

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Dept. for Children and Families		9. Position No. K0111302		10. Budget Program Number 23642	
2. Employee Name (leave blank if position vacant)				11. Present Class Title (if existing position) Human Services Assistant (HSA)	
3. Division KC Region				12. Proposed Class Title	
4. Section Program and Service Integration		For Use By Personnel Office	13. Allocation		
5. Unit Kansas Rehabilitation Services			14. Effective Date		
6. Location (address where employee works) City Lawrence County DG			15. By		Approved
7. (circle appropriate time) Full time X Perm. Inter. Part time Temp. %			16. Audit Date: By: Date: By:		
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM To: 5:00 PM		17. Audit Date: By: Date: By:		Position Number	

PART II - To be completed by department head, personnel office or supervisor of the position.

18. (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This position provides administrative and clerical support to a staff of Rehabilitation Counselors and the Rehabilitation Manager in the Lawrence Office.

This position is also expected to:

- Demonstrate leadership in carrying out the DCF Mission, Vision and Guiding Principles, and in communicating these values with peers, customers, partners and the general public;
- Demonstrate leadership in carrying out and communicating the Goals and Priorities of Kansas Rehabilitation Services (KRS), emphasizing the value of employment, the potential of people with disabilities, the importance of accountability, and the meaningful involvement of people with disabilities, partners, employers and other stakeholders in KRS programs, services and activities;
- Ensures that each consumer has the necessary information, knowledge and opportunities to make informed decisions throughout the rehabilitation process, including the selection of the vocational objective and needed services.
- Identify his/her own personal strengths and developmental needs to increase job performance and long-term career growth;
- Continually analyze work processes, seek new approaches, and make recommendations to enhance efficiency and effectiveness of the agency;
- Provide excellent customer service both internally and externally, serving as an advocate for the customer throughout all program areas and lines of business;
- Serve as a positive role model, respecting diversity, demonstrating respect, trust, and openness, and communicating in a manner that is courteous, respectful and protects human dignity;
- Identify gaps and needs for community and agency services and seek to develop needed services in conjunction with other SRS and KRS staff; and
- Work cooperatively with peers, staff, customers, community partners and the general public.

18. (b) If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position. N/A

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name Tiffany Hessler-Droge

Title Public Service Executive I

Position Number K0063268

Who evaluates the work of an incumbent in this position?

Name Tiffany Hessler-Droge

Title Public Service Executive I

Position Number K0063268

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Employee receives general instruction for the completion of work and is expected to exercise skill in detailing assignments from a broader context. Additional work is completed in accordance with the procedures outlined in the KRS Procedures manual. General supervision is provided. The amount of detail depends on the nature of the assignment.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number	Each Task and Indicate Percent of Time		
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1.	<u>20%</u>	<u>E</u>	
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Prepares letters, memos, and other items requested by Counselors using correct format, spelling and punctuation. Prepares routine correspondence with minimal instruction and information. Updates manuals as necessary. Assists Counselors in compiling information for reports. Performs other duties as assigned by supervisor.

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Organizes case files and performs filing for counselors according to filing procedures in KRS Procedures manual. Files incoming letters, memos, and other information for easy retrieval by counselors. Assembles new files according to KRS Procedures manual. As necessary, assists with training of new counselors on case file management to promote smooth counselor/clerical work.

		<u>E</u>	
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Takes detailed messages from consumers, vendors, and other agencies, acting as a liaison between consumer and counselor. In Counselor's absence, coordinates between consumer and the counselor's supervisor to resolve any problems or immediate issues as they occur.

2.	<u>30%</u>	<u>E</u>	
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Operates and maintains computer daily to record and update client files for counselors. Opens cases using the KMIS coding processes and procedures. Reviews applications on system to see if previous history with Rehabilitation Services and if so, then requests closed case from appropriate office. Checks applications against date of referral. Gives all new applications to RS manager for assignment to counselors. Reviews and tracks any changes in vendor or consumer addresses sent to Central Office and sends required information for new vendors to be sure they are put on SMART system immediately.

3.	<u>30%</u>	<u>E</u>	
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Prepares and processes vouchers for authorization and payment of goods and services in accordance with established accounting codes in order to maintain billing and posting of charges and credits with general supervision. Oversees that fiscal closing is completed in an accurate manner. Contacts vendors, doctors, and other agencies to facilitate services to clients and resolves vendor billing problems to insure accurate payment. Requests medical CPT codes when necessary to insure accurate authorization and payment. Works with public transportation authority to make sure that bus passes are available for consumers. Communicates with public transportation service for additional passes or when extra passes may be picked up.

4.	<u>10%</u>	<u>E</u>	
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Maintains unit calendar, schedules/coordinates meetings and related events for entire unit. Does timesheets for self. Reserves state cars when necessary.

		<u>E</u>	
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E	<p>Prepares case record for closed case files, with all vouchers, reports, letters, narratives, etc. in proper order. Maintains accurate log of all closed files and is office contact to mail closed files to other offices as requested. Follow proper procedures for closed case files approved for expunging.</p> <p>Operates and maintains the telephone device for the deaf (TDD) allowing direct communication with our hearing impaired consumers. May also include providing relay call services, using a third party to communicate with the consumer.</p>

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title

Position Number

23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
- (X) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- () Major program failure, major property loss, or serious injury or incapacitation.
- () Loss of life, disruption of operations of a major agency.

Please give examples.

Error in work or lack of timely processing would disrupt the provision of timely services to consumers and would result in inappropriate authorizations and payments to consumers.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Frequent contact is made with general public. Nature of work requires frequent contact with other employees and officials in order to insure that clients receive services in a timely manner. Contacts may be made by phone or in person. Frequently provides general agency information to vendors in order to solve billing problems. Gives brief overview of program to potential applicants for services and refers them to supervisor for more intensive questions.

25. What hazards, risks or discomforts exist on the job or in the work environment?

The work environment involves normal everyday hazards or discomforts typical of offices.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Personal computer (daily)
 TabQuik printer (daily)
 Telephone (daily)
 Copier (daily)
 Fax machine (daily)
 Calculator (as needed)
 TTY or relay (occasionally)

PART III - To be completed by the department head or personnel office

27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

1 year experience in general office, clerical and administrative support work. Education may be substituted for experience as determined relevant by the agency.

Education or Training - Special or professional

License, certificates and registrations

Special knowledge, skills and abilities

Proficiency in operation of personal computer and word processing, ability to use spell check, Excel spreadsheets. High school graduate. One year experience in rehabilitation or in a clerical position in a medical-related field preferred. Education may be substituted for experience as determined by the agency.

Experience - Length in years and kind

1 year experience in general office, clerical and administrative support work. Education may be substituted for experience as determined relevant by the agency.

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Moving to distribute mail. Sitting, communication of information.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date